

SUPPORTIVE SERVICES FOR VETERAN FAMILIES (SSVF) PROGRAM
Participant Satisfaction Survey
VA Form 10-10072b
OMB 2900-0757

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

1. Provide a numerical estimate of the potential respondent universe and describe any sampling or other respondent selection method to be used. Data on the number of entities (e.g., households or persons) in the universe and the corresponding sample are to be provided in tabular format for the universe as a whole and for each strata. Indicate expected response rates. If this has been conducted previously include actual response rates achieved.

Participant Survey (only): The respondent universe will be approximately 20,000 individuals / households. All program participants will be invited to complete this form. A response rate of 20% is expected.

2. Describe the procedures for the collection of information, including:

- **Statistical methodology for stratification and sample selection**
- **Estimation procedure**
- **Degree of accuracy needed**
- **Unusual problems requiring specialized sampling procedures**
- **Any use of less frequent than annual data collection to reduce burden**

Participant Survey (only): Grantees are required to provide all participants with a satisfaction survey, which can be submitted directly to VA, within 30 days of such participant's pending exit from the grantee's program. No statistical methodology or estimation procedure is used, and no specific degree of accuracy is required. There are no unusual problems, and data will be collected annually.

3. Describe methods to maximize response rate and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.

Participant Survey (only): To maximize response rates, grantees are required to distribute the survey to all participants and encourage them to complete it. The survey allows for anonymous completion and it can be accessed and completed by participants either online or through a phone contact. Issues of non-response will be addressed through conversations with grantees.

4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions of 10 or more individuals.

Participant Survey (only): No testing is planned.

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

Participant Survey (only): Data is collected through a contractor, the MDavis Company. MDavis has developed a survey that is completed online and also offers a phone survey process for those unable to access the online survey. MDavis will provide an analysis of data by grantee, along with a collated national report. The SSVF Program Office, in combination with VA's National Center on Homelessness among Veterans, will analyze the information for the agency.